

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

*In re* Application of )  
Howard M. Lee )  
5 ) Group Art Unit: 3624  
Serial No. 10/721,704 )  
 ) Examiner:  
Filed: November 25, 2003 ) Mansfield, Thomas L.  
 )  
10 For: Audio/Video Service Quality Analysis Of )  
Customer/Agent Interaction )

**RESPONSE TO FINAL OFFICE ACTION**

15 Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313

Examiner Mansfield:

20 In response to the final Office Action mailed on June 7, 2010 for the  
above-referenced patent application, please enter the following amendments and  
remarks. This response is being timely filed within two months of the mailing  
date of the Final Office action, which occurred on a weekend. Accordingly, the  
mailing of an Advisory Action is required. MPEP 706.07(f).

25 **Amendments to the Claims** are reflected in the listing of claims, which begins  
on page 2.

**Remarks** begin on page 19.